

**JOB DESCRIPTION
MURFREESBORO POLICE DEPARTMENT
POLICE LIEUTENANT/COMMUNICATIONS MANAGER**

1. JOB TITLE: POLICE LIEUTENANT/COMMUNICATIONS MANAGER

2. DEFINITION: The Police Lieutenant/Communications Manager is responsible for the efficient and orderly operation of the Police/Fire Communications Center. The Police Lieutenant/Communications Manager is responsible for the general supervision of the section, the evaluation of subordinate personnel, and ongoing efforts to keep abreast of innovations and communication techniques which affect the section. This employee must enforce all rules, regulations, general orders, policies and procedures of the Murfreesboro Police Department and is responsible for the maintenance of records, providing periodic briefings on any activities, and any other such information as requested by supervisors through the chain of command. The employee will be expected to become competent in dispatch procedures and have the ability to perform dispatch functions in the Communications Center on an as needed basis. The employee will be responsible through the chain of command to the Police Chief. All employees are responsible to the City Manager. This position is classified as Non-Exempt for the purpose of the Fair Labor Standards Act, as having no significant occupational exposure to bloodborne pathogens, and as Safety Sensitive; the employee is subject to pre-employment, reasonable suspicion, post-accident (incident), random, promotion and transfer, return to duty and follow-up drug and alcohol testing.

3. EQUIPMENT/JOB LOCATION: The Police Lieutenant/Communications Manager must be capable of operating all law enforcement and office equipment which a Police Lieutenant must be capable of operating.

- a. In addition, the Police Lieutenant/Communications Manager must be able to learn to operate all the equipment associated with the daily operation of the Police/Fire Communications Center including personal computer and peripheral equipment, audio recording device, fax machine, copier, NAWAS phone, telephone consoles, radio consoles, TDD and typewriter.
- b. The job location is in the Communications Center of the Murfreesboro Police Department. This is a smoke-free environment.

4. ESSENTIAL FUNCTIONS OF THE JOB: Although the Police Lieutenant/Communications Manager must be able to perform all essential functions of a Police Lieutenant, and may be required to do so at any time, it is expected that the Police Lieutenant/Communications Manager will not routinely be required to perform many of the tasks performed by Police Lieutenants in different job assignments. The Police Lieutenant/Communications Manager will be required to perform additional essential functions, as described below, in

completing tasks routinely performed by the Police Lieutenant/Communications Manager.

- a. Plans for each fiscal year's budget process, including needs assessments for new equipment upgrades, additions to fixed assets and sectional improvements. Conducts research to determine adequate staffing levels and makes budgetary projections as necessary for higher authorities.
- b. Organizes the Communications Center and maintains an orderly workplace to ensure a safe and efficient working environment.
- c. Coordinates activities and work efforts between departmental divisions and communicates with division commanders and supervisors of both Police and Fire Departments to ensure harmonious relations.
- d. Maintains training and certification records for all Communications employees and coordinates required attendance at training sessions through proper channels.
- e. Evaluates Communications Supervisors and reviews and approves all evaluations of subordinate personnel assigned to the Communications Section.
- f. Provides effective, diplomatic and impartial supervision to subordinates in all aspects of police/fire communications.
- g. Prevents and handles stressful situations.
- h. Conducts interviews with dispatcher candidates.
- i. Implements new policies and procedures.
- j. Makes training assignments for new personnel.
- k. Makes duplicate audio tapes when authorized through proper departmental procedures.
- l. Advises subordinates about unusual or complex situations, based on superior knowledge of NCIC, operations manual and CAD functions and maintenance.
- m. Provides experienced support and assistance in hazardous or unusual situations such as natural disasters.
- n. Receives and appropriately handles complaints.
- o. Effectively communicates to subordinates developments in on-going operations and directives from the administration.
- p. Hears and quickly comprehends various radio and telephone communications and establishes their priority.
- q. Reads and comprehends TDD and computer communications.
- r. Speaks clearly, enunciates words and communicates messages and information logically and intelligently.
- s. Accurately and legibly prepares handwritten records.

5. ADDITIONAL EXAMPLES OF WORK PERFORMED:

- a. Performs minor equipment adjustments and repairs or notifies proper repair personnel.

- b. Accurately enters data into a computer from police and fire radio transmissions.
- c. Serves on inter-departmental and community committees.
- d. Performs dispatch functions if needed because of unusual circumstances.
- e. Performs other duties and special projects as assigned.

6. REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES: In addition to the required knowledge, skills and abilities of a Certified Police Officer, Police Sergeant and Police Lieutenant, the Police Lieutenant/Communications Manager:

- a. Must have general knowledge relative to the field of public safety communications.
- b. Must possess the ability to make satisfactory progress towards attaining the following training and certifications within the first twelve (12) months of promotion, with completion within eighteen (18) months:
 - 1. TIES basic certification; forty (40) hour class initially, followed by recertification every two (2) years thereafter by Terminal Agency Coordinator (TAC).
 - 2. APCO 911 certification; forty (40) hour class ;
 - 3. Basic operational knowledge of computer-aided dispatch (CAD) functions, applications and basic maintenance.
 - 4. Communications Training Officer (CTO) certification; twenty-four (24) hour class.
- c. Must have the ability to handle highly sensitive information and keep such information confidential in a lawful manner.
- d. Must possess the temperament, good judgement, and human relations skills needed to effectively and diplomatically deal with co-workers and the public, many of whom may be irate and unreasonable.
- e. Must have the ability to provide appropriate constructive criticism when warranted in the supervision of subordinates.
- f. Possess the psychological and emotional qualities needed to handle emergencies and other stressful situations calmly and patiently.
- g. Have fingerprints on file with the Tennessee Bureau of Investigation.
- h. Must be able to work and cooperate with other city departments.
- i. Ability to concentrate and accomplish tasks despite interruptions.
- j. Ability to perform a variety of tasks simultaneously or in rapid succession.

**Non-Exempt
Safety Sensitive
June 29, 2005**